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Title: Providing Software Application Help
Based on Heuristics

Inventors: Garrett R. Goldfield, et al. Atty. Docket No.: 16319-08173

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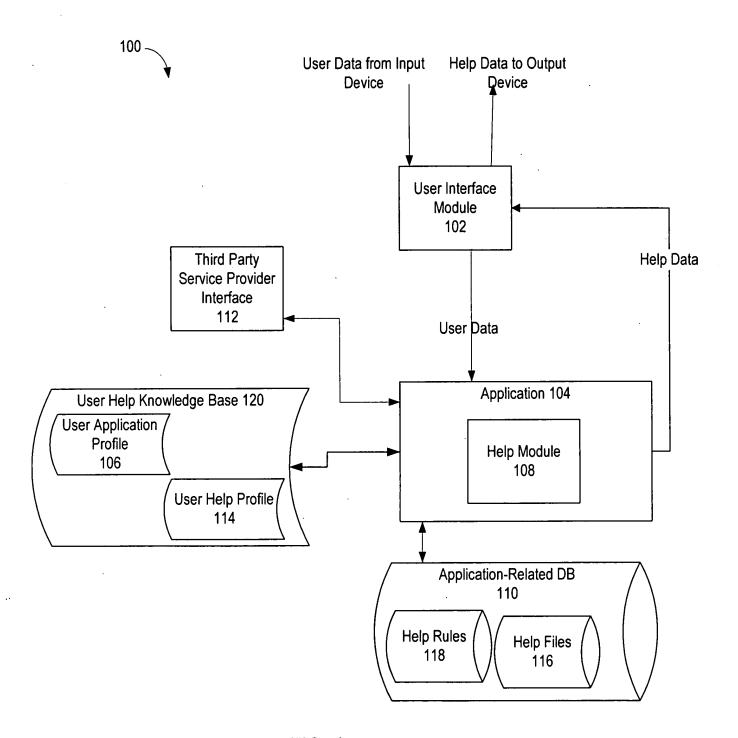


FIG. 1

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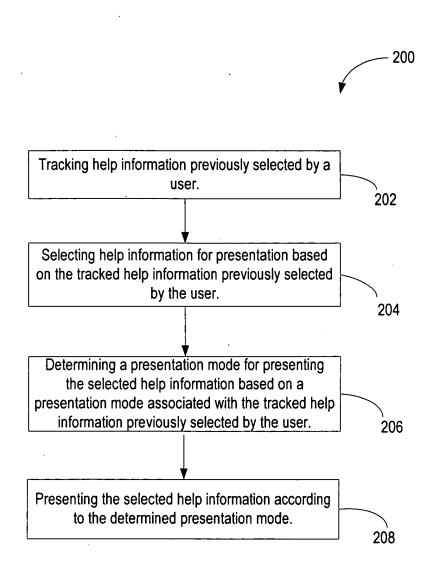


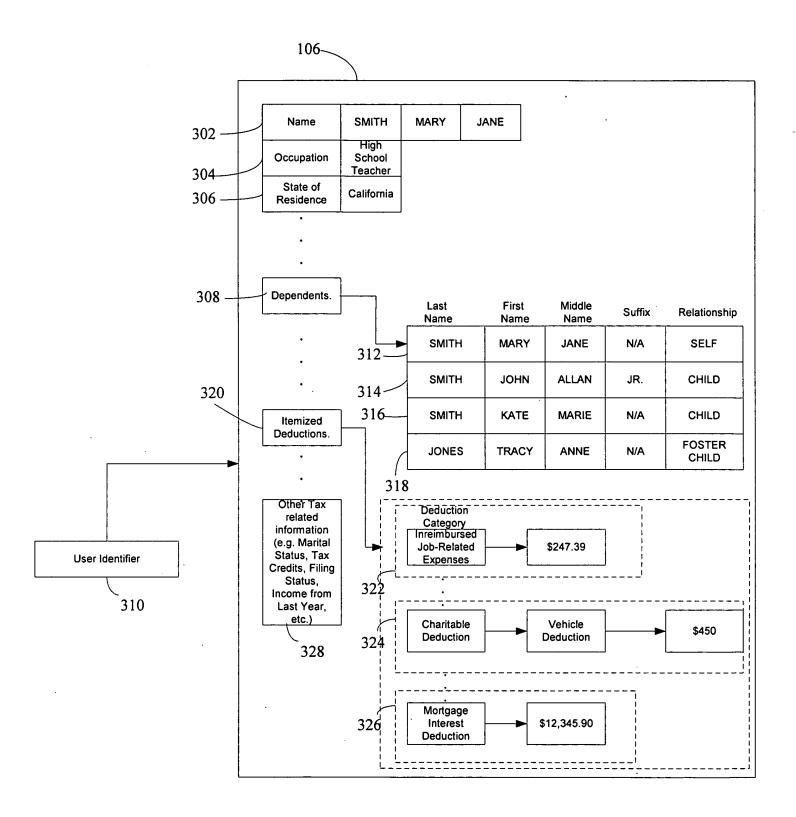
FIG. 2

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Help Presentation Pop-up box 348 Pop-up box Audio Help Toolbar Search 품 Mortgage Deductions webpage Mortgage Deductions webpage Charitable Deductions webpage Help Setection 3,42 Content Format Type Instructions Worksheet Tax Help 310 FAQs Gov't _340 Help Files Accessed User Identifier <filename> <filename> <filename> 338 Sequence within context 8 336_{2} Mortgate Interest Calculations Mortgage Interest Calculations Help Sub-Topic Vehicle Deduction -336, Charitable Deductions Help Topic Mortgage Deductions Mortgate Deductions 332 330

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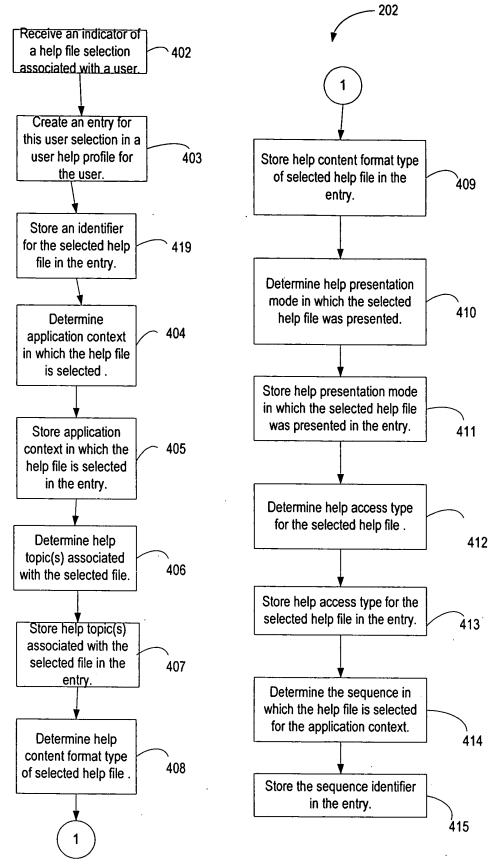


FIG.4

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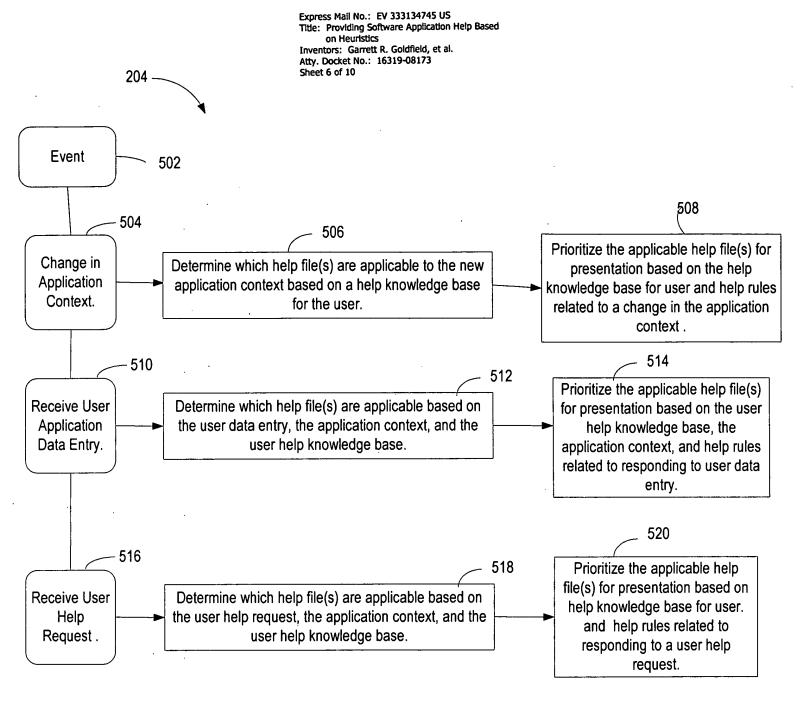
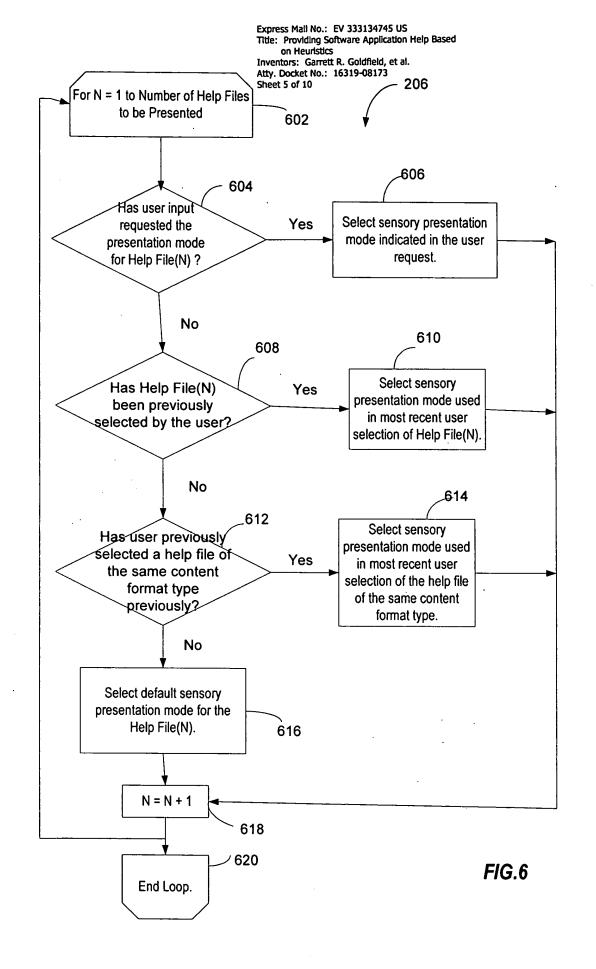
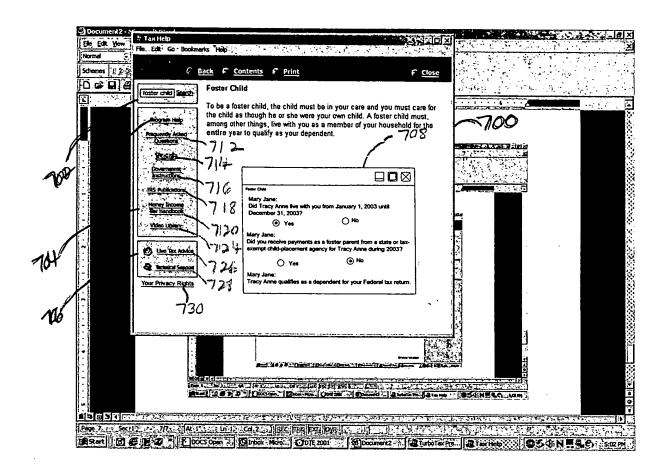


FIG.5





F16.7

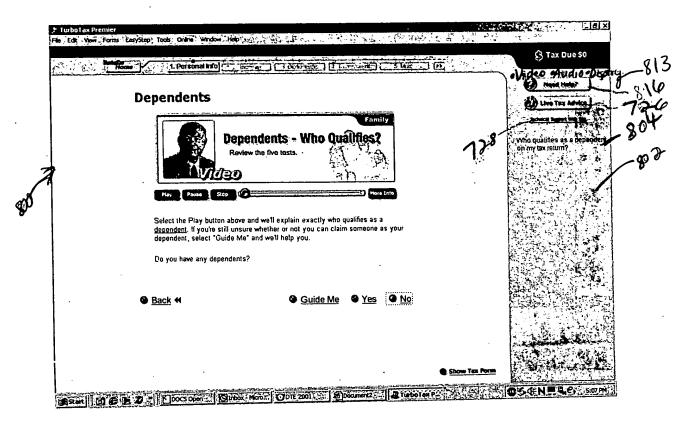
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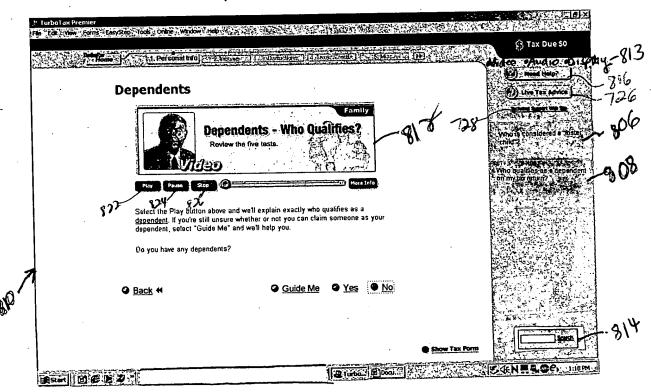
on Heuristics

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F16.8A



F16.8B

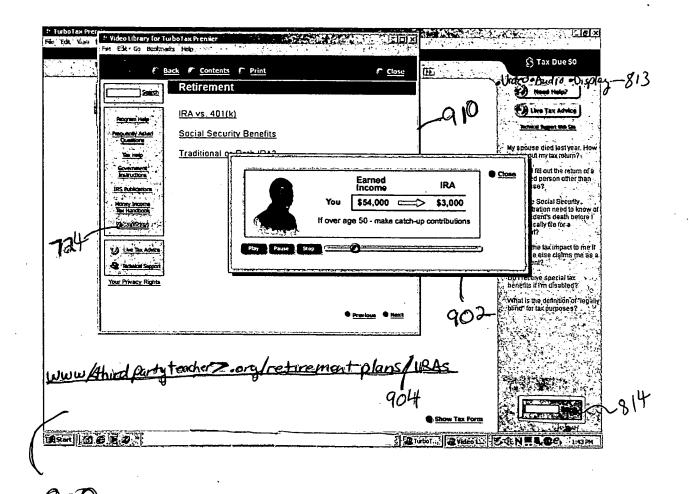
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F16.9

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